



**Brihan Mumbai Electric Supply & Transport Undertaking
(Of the Municipal Corporation of Greater Mumbai)**

"Procedures for Redressal Of Consumer Grievances"

As per Section 3.3 of Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Ombudsman) Regulations, 2006 we are publishing herewith the rules and procedures for redressal of grievances

Procedure for redressal of consumer grievance is given below :

1.0 Supply Related Complaints. (24 Hrs Fuse Centres)

General Requirements :

For any supply related grievances like Fuse Blown (No Supply) / Burnt Meter / Shock / Fire / Building Collapse / Water Falling on service position / Voltage fluctuations etc, the consumers shall lodge the complaints in the respective Fuse Control Centres of their area. (List attached - **Annexure 'A'**) by providing the following details.

1. Bill No./ Meter No./ Installation No - (Any one of)
2. Telephone no.(s),
3. Address and nearest landmark
4. Brief description of the complaint.

Procedure for Redressal :

- a) After lodging the complaint, BEST's Fuse-man will inspect the site and in most cases restore the supply. In case of faulty or burnt meter, he will consult the concerned officers and will replace the same either from local fuse centers or from a centralized location. The fuse-man will request the consumer to give an Undertaking on a standard form which is available with him agreeing to make the payment of burnt meter charges through the subsequent electricity bills and also for amendment of electricity bills if necessary.
- b) In case of Shock / Fire / Building Collapse / Water Falling on service position, the supply to the entire building will be disconnected either by Fire Brigade or by BEST personnel whoever is reaching the site first. The supply will be restored only after the installation is set right by the consumer through Licensed Electrical Contractor by submitting test report

of installation stating that installation is healthy and permission from Electrical Inspector / Fire Brigade is submitted wherever necessary.

- c) In case of interruptions of supply such as (supply is not available to service) partial area off & area off supply, the consumer shall lodge the complaint with the Fault Control/ System control directly (Pl. refer Annexure 'B').
- d) In case of area off supply or off supply to High Voltage consumer the consumer shall contact the Supervisory/ System control directly (Pl. refer Annexure 'C').

2.0 Billing Complaints :-

General Requirements :

For all billing complaints such as High Consumption, Stopped Meter, Change in Name and Address, Disconnection of meter of vacant premises, Reconnection of supply, Refund of Security Deposit etc, the consumer shall lodge the complaint with the Complaint Officer of the ward in respective areas. (List attached - Annexure A) by providing the following details :-

1. Bill No.
2. Telephone No.
3. Address
4. Details of the complaint

Procedure for Redressal :

- a) On receipt of the complaint and its scrutiny, if it is found necessary, inspection and site testing of the meter will be carried out. If the meter is found stopped or defective, the meter will be replaced after obtaining Undertaking from the consumer, agreeing to pay the amended bills issued subsequently as per rules in force.
- b) For Change of Name and correction in address, consumers will have to submit the duly completed Change of Name form along with prescribed fees, documentary evidence in concerned Customer Care Ward. Necessary Security Deposit equivalent to one billing cycle electricity consumption will also have to be paid. Changes effected from subsequent bills after due verification on site.
- c) For refund of Security Deposit the consumer is required to surrender the original receipts duly discharged in concerned Customer Care Ward along with an application for refund of security deposit along with one cancelled cheque of the bank account in which the consumer desire to get refund to be deposited . After following due procedure security deposit amount after

adjusting electricity dues, if any, will be deposited in his bank account through ECS and he will be informed accordingly (Pl. refer **Annexure 'D'**).

3.0 Complaints about obtaining supply:

General Requirements :

For all complaints about obtaining supply in case of New Connections, Additional load, Shifting of service cable, shifting of meter on nearest service position, Reconnection / Disconnection, Temporary supply etc, the consumer shall lodge the complaint with the Complaint Officer of the ward in respective areas. (List attached - **Annexure D**) by providing the following details :-

1. Details of requisition no. and date
2. Description of the complaint

Procedure for Redressal :

- a) Generally the electric supply will be connected within one month from the receipt of completed application in normal circumstances in case of New Connection, Additional load, Reconnection, Temporary supply etc.
- b) The cases requiring extension of Distribution Mains, Laying of new service and Commissioning of new Sub Station/s, the supply will be provided immediately after obtaining statutory permissions and execution of the jobs.

4.0 General Complaints :

General Requirements :

For all the complaints of the consumers about other departments of BEST such as Vigilance Department, Operation & Maintenance Department, Erection Department, Street Lighting Department, Energy Audit Department etc, the consumer shall lodge the complaint with the Complaint Officer of Customer Care Ward of respective areas. (List attached - Annexure A) by providing the following details :-

1. Name and address of complainant
2. Telephone No.
3. Description of the complaint
4. Bill No. / Installation No. / Meter No. - if any

Procedure for Redressal :

In case of complaints about theft of electric supply / tampering of meter and complaints related to other departments of BEST, the same will be forwarded by the Complaint Officer to the respective departments and the complainant will be informed accordingly.

5.0 Format and Time Schedule:

In order to expedite the disposal of complaint, the consumer shall lodge the complaint in the format enclosed in Annexure C along with supporting documents to The Asst. Adm. Officer of IGR Cell, Customer Care Ward, and within one month of the cause of the complaint.

Note :

The Consumer may represent his grievances before Consumer Grievances Redressal Forum by filling Schedule 'A' form (Six (6) no. of sets) if they are not satisfied with remedy provided by IGRC or no remedy provided by IGRC within a period of two months from the date of submission of Annexure 'C' form.

ANNEXURE A

List of Fuse Control to be contacted

Sr.	Nature of Complaint	Ward	Authority to be Contacted	
			Fuse Control	Telephone Number
1	Supply related complaints			
	a) No supply complaint (Fuse blown, LT off supply)	A	Colaba	22156748, 22156749, 22184242
		B	Masjid	23474242, 23454297
		C	Pathakwadi	22084242, 22066351, 22084243
		D	Tardeo	23094242, 23099686, 23018169
		E	Supari Baug	24114242, 24161217, 24117734
		F/S		
		F/N	Dadar	24124242, 24123162, 24124993
		G/S	Worli	24954242, 24953363
	b) Burnt meter, shock, fire, building collapse, water falling on service position, voltage fluctuation etc.	G/N	Mahim	24444242, 24161634, 24314242

ANNEXURE B

List of fault control to be contacted

Sr.	Nature of Complaint	Ward	Authority to be Contacted		Address
			Fault Control	Telephone Number	
1	Supply related complaints				
	a) Supply is not available to the service, partial area off supply	A	Pathakwadi	22066661	Gr. Flr., Vidyut Bldg., Pathakwadi, Nr. G.T. Hospital, Mumbai - 02
		B		22066611	
		C		22087234	
		D			
		E	Dadar	24146683, 24146987, 24146611	Gr. Flr., Transportation Engg. Bldg., Tilak Rd., Dadar - 14
		F/S			
		F/N			
		G/S	Worli	24117753, 24117754, 24186611	Gate no. 5, 2nd floor, Beside supervisory control, Dadar
	G/N	Mahim	24326611, 24326612, 24326613	Mahim Receiving, Gokhale Road North, Dadar, Nr. Pole no. GRN-74	

ANNEXURE C

List of System Control to be contacted

Sr. No.	Nature of Complaint	Ward	Authority to be Contacted		Address
			Centralized control	Telephone Number	
1	Supply related complaints				
	Area off supply / HV consumer off supply	A	System Control (South Zone)	22085888	2nd Flr., Vidyut Bldg., Pathakwadi, Nr. G.T. Hospital, Mumbai - 02
		B		22082875	
		C		22067893	
		D			
		E	Zonal Control Centre (North Zone)	24975888, 24962155, 24962133	Ambika Mill Compound, Rakhangi Chowk, Tulsi Pipe Rd., Above DBA RSS
		F/S			
		F/N	Supervisory Control (North East / North West Zone)	24145888, 24144897, 24131385	2nd Flr., Gate no. 5, Transportation Engg. Bldg., Tilak Rd., Dadar - 14
	G/S				
	G/N				

ANNEXURE D

List of IGRC of BEST

Sr. No.	Nature of complaint	Ward	Concerned Authority	Address	Tel. nos.	E-mail IDs
	a) High consumption, stopped meter, change of name / address, refund of security deposit, complaint of billing under cycle 19 etc.	A	Asst. Adm. Manager CC(A)	I.G.R. Cell, Customer Care (A-Ward), BEST Undertaking, 1 st Floor, Electric House, Colaba, Mumbai - 400 001.	22799548	igrccaward@bestundertaking.com
	b) New connections, Additional load, Shifting of service cable / meter, reconnection / disconnection of supply, temporary supply etc.	B	Asst. Adm. Manager CC(B)	I.G.R. Cell, Customer Care (B-Ward), BEST Undertaking, Grd. Floor, BEST Bhavan, Colaba, Mumbai-400 001.	22799598	igrccbward@bestundertaking.com
		C	Asst. Adm. Manager CC(C)	I.G.R. Cell, Customer Care (C-Ward), BEST Undertaking, 3rd floor Vidyut Bldg., Pathakwadi, Mumbai-400 002.	22030840	igrcccward@bestundertaking.com
		D	Asst. Adm. Manager CC(D)	I.G.R. Cell, Customer Care (D-Ward), BEST Undertaking, 2 nd and 3rd Floor, New Ancillary Bldg., Tardeo Bus Stn., R.S.Nimkar Marg, Tardeo, Mumbai-400 008.	23092365	igrccdward@bestundertaking.com
		E	Asst. Adm. Manager CC(E)	I.G.R. Cell, BEST Undertaking, Printing Press Bldg., 2nd Floor, Morland Rd., Mumbai Central Depot, Mumbai 400 008.	8698946103 24121718	igrcceward@bestundertaking.com
		F/N	Asst. Adm. Manager CC(F/N)	I.G.R. Cell, BEST Undertaking, 6th floor, New Ancilliary Bldg., Wadala Bus Depot, Opp. Ambedkar College, Wadala, Mumbai 400 031.	241190754	igrccfnward@bestundertaking.com
		F/S	Asst. Adm. Manager CC(F/S)	I.G.R. Cell, BEST Undertaking, 3rd Floor, New Ancillary Bldg., Wadala Depot, Mumbai 400 031.	24190715 24127599 ext.764	igrccfsward@bestundertaking.com
		G/S	Asst. Adm. Manager CC(G/S)	I.G.R. Cell, BEST Undertaking, 4th Floor, New Ancilliary Bldg., Wadala Depot, Mumbai 400 031.	24157277, 24146262 Ext.517	igrccgsward@bestundertaking.com
		G/N	Asst. Adm. Manager CC(G/N)	I.G.R. Cell, BEST Undertaking, 2nd Floor, Transportation Engineering Bldg., Gate no. 3, Tilak Road, Dadar, Mumbai 400 014.	24151718	igrccgnward@bestundertaking.com

Information about IGRC of BEST

Sr. No	Name of the Customer Care Ward	Designation of concerned person	Address	Phone No.	E-mail ID of IGRC
1	A Ward	Asst. Adm. Manager CC(A)	I.G.R. Cell, Customer Care (A-Ward), BEST Undertaking, 1 st Floor, Electric House, Colaba, Mumbai - 400 001.	22799548	igrccaward@bestundertaking.com
2	B Ward	Asst. Adm. Manager CC(B)	I.G.R. Cell, Customer Care (B-Ward), BEST Undertaking, Grd. Floor, BEST Bhavan, Colaba, Mumbai-400 001.	22799598	igrccbward@bestundertaking.com
3	C Ward	Asst. Adm. Manager CC(C)	I.G.R. Cell, Customer Care (C-Ward), BEST Undertaking, 3rd floor Vidyut Bldg., Pathakwadi, Mumbai-400 002.	22030840	igrcccward@bestundertaking.com
4	D Ward	Asst. Adm. Manager CC(D)	I.G.R. Cell, Customer Care (D-Ward), BEST Undertaking, 2 nd and 3rd Floor, New Ancillary Bldg., Tardeo Bus Stn., R.S.Nimkar Marg, Tardeo, Mumbai-400 008.	23092365	igrccdward@bestundertaking.com
5	HVC	Asst. Adm. Manager (HVC)	I.G.R. Cell, High Value Consumer Dept., BEST Undertaking, 4 th Floor, Tardeo Bus Station, R.S.Nimkar Marg, Mumbai-400 008.	23026696	igrcea@bestundertaking.com
6	E Ward	Asst. Adm. Manager CC(E)	I.G.R. Cell, BEST Undertaking, Printing Press Bldg., 2nd Floor, Morland Rd., Mumbai Central Depot, Mumbai 400 008.	23002569	igrcceward@bestundertaking.com
7	F/N Ward	Asst. Adm. Manager CC(F/N)	I.G.R. Cell, BEST Undertaking, 6th floor, New Ancillary Bldg., Wadala Bus Depot, Opp. Ambedkar College, Wadala, Mumbai 400 031.	241190754	igrccfnward@bestundertaking.com
8	F/S Ward	Asst. Adm. Manager CC(F/S)	I.G.R. Cell, BEST Undertaking, 3rd Floor, New Ancillary Bldg., Wadala Depot, Mumbai 400 031.	24190715	igrccfsward@bestundertaking.com
9	G/S Ward	Asst. Adm. Manager CC(G/S)	I.G.R. Cell, BEST Undertaking, 4th Floor, New Ancillary Bldg., Wadala Depot, Mumbai 400 031.	24190728, 24157277	igrccgsward@bestundertaking.com
10	G/N Ward	Asst. Adm. Manager CC(G/N)	I.G.R. Cell, BEST Undertaking, 2nd Floor, Transportation Engineering Bldg., Gate no. 3, Tilak Road, Dadar, Mumbai 400 014.	24151718	igrccgnward@bestundertaking.com

Annexure "C"

**CUSTOMER CARE ____ WARD
(FORM FOR CONSUMERS COMPLAINT)**

Date : _____

To,
The Asst. Adm. Officer
IGR Cell, Customer Care ____ Ward,
BEST Undertaking,
Mumbai.

1) Consumer's name : _____ Tel No. _____

2) Address (Electric Supply/Correspondence)

Room No. _____ Floor No. _____ Bldg. name - _____
Bldg. No. _____ Road - _____ Mumbai - _____

3) Bill No. _____ Meter No. _____ Nearest St. Ltg. Pole No. _____

4) Type of complaint pertaining to electric supply

(Attach separate sheet, if required)

Yours faithfully,

(Consumer's name in Block letters)

Encl.: 1) Electric Bill

- 2)
- 3)
- 4)
- 5)

(P.T.O.)

: 2 :

NOMINATION :- (If the Consumer wants to nominate his representative to appear and make submissions on his behalf before the BEST Undertaking the following declaration should be submitted.)

I/We the above named Consumer hereby nominate Shri/ Smt. _____
who is not an Advocate and whose address is _____

_____ is my/our REPRESENTATIVE in the proceedings and
confirm that any statement, acceptance or rejection made by him/her shall be binding on me/us.
He/She has signed below in my presence.

(Signature of Representative)

(Signature of Consumer)

Mobile No. _____

Schedule A

APPLICATION TO FORUM FOR REDRESSAL OF GRIEVANCE

Date _____

1. NAME OF THE CONSUMER _____

2. FULL ADDRESS OF THE CONSUMER _____

PIN CODE _____

PHONE NO. _____

FAX NO _____

EMAIL ID _____

3. PARTICULARS OF CONNECTION AND CONSUMER NO.

(Please state nature of connection)

4. DISTRIBUTION LICENSEE _____

5. DETAILS OF THE GRIEVANCE, FACTS GIVING RISE TO THE GRIEVANCE

(If space is not sufficient please enclose separate sheet)

6. DATE OF ORIGINAL INTIMATION OF GRIEVANCE BY THE CONSUMER
TO THE DISTRIBUTION LICENSEE (INTERNAL GRIEVANCE REDRESSAL CELL)

7. REMEDY PROVIDED BY THE DISTRIBUTION LICENSEE, IF ANY

(If remedy has been provided, please enclose relevant communication from the Distribution Licensee)

8. NATURE OF RELIEF SOUGHT FROM THE FORUM

(Please enclose any proof to support claim, if any)

9. LIST OF DOCUMENTS ENCLOSED

(Please enclose copies of any relevant documents which support the facts giving rise to the Grievance)

10. DECLARATION

(a) I/ We , the consumer /s herein declare that:

- (i) the information furnished herein above is true and correct; and
- (ii) I/ We have not concealed or misrepresented any fact stated hereinabove and the documents submitted herewith.

(b) The present Grievance has been intimated to the Distribution Licensee in the form and manner and within the time frame prescribed by the Distribution Licensee and I/ We am/are not satisfied by the remedy provided by the Distribution Licensee or no remedy was provided within a period of two (2) months from the date of original intimation.

(c) The subject matter of the present Grievance has never been submitted to the Forum by me/ or by any one of us or by any of the parties concerned with the subject matter to the best of my/ our knowledge.

(d) The subject matter of my / our Grievance has not been settled through the Forum in any previous proceedings.

(e) The subject matter of my / our Grievance has not been decided by any competent authority/court/arbitrator, and is not pending before any such authority / court / arbitrator

Yours faithfully

(Signature)
(Consumer's name in block letter)

NOMINATION – (If the consumer wants to nominate his representative to appear and make submissions on his behalf before the Forum, the following declaration should be submitted.)

I/We the above named consumer hereby nominate Shri/Smt. _____,
who is not an Advocate and whose address is _____

as my/our REPRESENTATIVE in the proceedings and confirm that any statement, acceptance or rejection made by him/her shall be binding on me/us. He/She has signed below in my presence.

ACCEPTED

(Signature of Representative)

(Signature of Consumer)

(Mobile) _____

Schedule B

REPRESENTATION BEFORE ELECTRICITY OMBUDSMAN

No. _____ of year _____

Date _____

(TO BE FILLED UP BY OFFICE)

To

The Electricity Ombudsman

Maharashtra Electricity Regulatory Commission
606-608, 6th floor, Keshava Building,
Bandra-Kurla Complex, Bandra (East)
Mumbai – 400 051

Dear Sir,

SUB: please make a mention of the order of the Forum from which a representation to the Electricity Ombudsman is being made

Details of the Grievance are as under:

1. NAME OF THE CONSUMER _____
2. FULL ADDRESS OF THE CONSUMER _____
PIN CODE _____
PHONE NO. _____
FAX NO _____
EMAIL ID _____
3. NAME AND FULL ADDRESS OF THE DISTRIBUTION LICENSEE, PIN CODE, PHONE NO. / FAX NO. _____
4. NAME AND FULL ADDRESS OF THE FORUM, PIN CODE, PHONE NO. / FAX NO. _____
5. PARTICULARS OF CONNECTION AND CONSUMER NO.
(Please state nature of connection)

6. DATE OF SUBMISSION OF GRIEVANCE BY THE CONSUMER TO THE FORUM

(Please enclose three copies of the Grievance)

7. SUBJECT MATTER OF THE REPRESENTATION_____

8. DETAILS OF THE REPRESENTATION, FACTS GIVING RISE TO THE REPRESENTATION

(If space is not sufficient please enclose separate sheet)

9. Whether the consumer has received the final decision of the Forum ?
(If yes, please enclose three copies of the Forum's order conveying its final decision)

10 NATURE OF RELIEF SOUGHT FROM THE ELECTRICITY OMBUDSMAN

(Please enclose three copies of documentary proof, if any, in support of your claim)

11. NATURE AND EXTENT OF MONETARY LOSS, IF ANY, CLAIMED BY THE CONSUMER (IF ANY) BY WAY OF COMPENSATION Rs_____

(Please enclose documentary proof, if any, to show that such loss is actual loss caused as a direct consequence of alleged act, omission or commission of the Distribution Licensee)

12. LIST OF DOCUMENTS ENCLOSED

(Please enclose three copies of all the documents which support the facts giving rise to the Representation)

13. DECLARATION

(a) I/ We , the consumer /s herein declare that:

- (i) the information furnished herein above is true and correct; and
- (ii) I/ We have not concealed or misrepresented any fact stated in hereinabove and the documents submitted herewith.

(b) The subject matter of my / our representation has never been brought before the Office of the Electricity Ombudsman by me/ or by any one of us or by any of the parties concerned with the subject matter to the best of my/our knowledge.

- (c) The subject matter of my / our representation has not been settled through the Office of the Electricity Ombudsman in any previous proceedings.

- (d) The subject matter of the present representation has not been decided by any competent authority/court/arbitrator, and is not pending before any such authority / court / arbitrator.

Yours faithfully

(Signature)
(Consumer's name in block letter)

NOMINATION – (If the consumer wants to nominate his representative to appear and make submissions on his behalf before the Electricity Ombudsman or to the Office of the Electricity Ombudsman, the following declaration should be submitted.)

I/We the above named consumer hereby nominate Shri/Smt _____
who is not an Advocate and whose address _____

as my/our REPRESENTATIVE in the proceedings and confirm that any statement, acceptance or rejection made by him/her shall be binding on me/us. He/She has signed below in my presence.

ACCEPTED

(Signature of Representative)

(Signature of Consumer)

(Mobile)_____